

FIG. 1

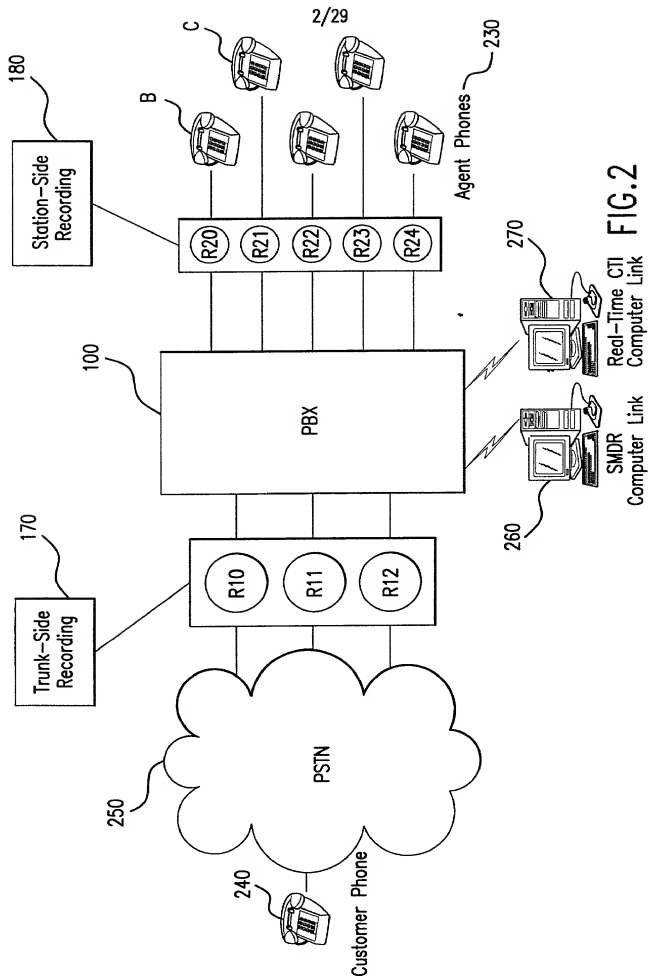


FIG. 2

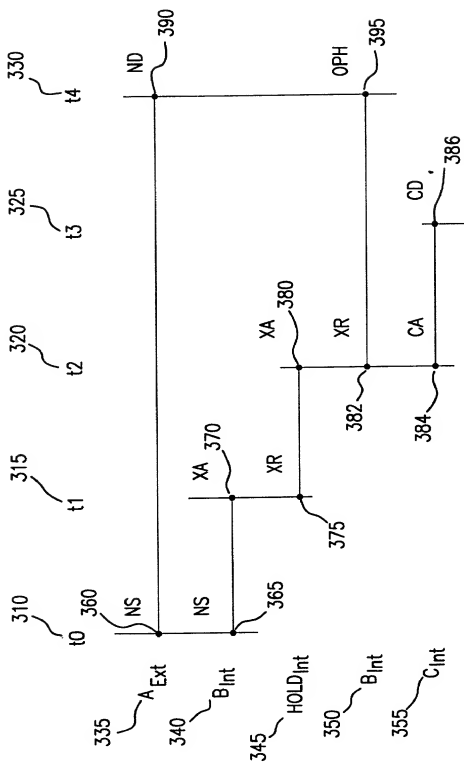


FIG. 3

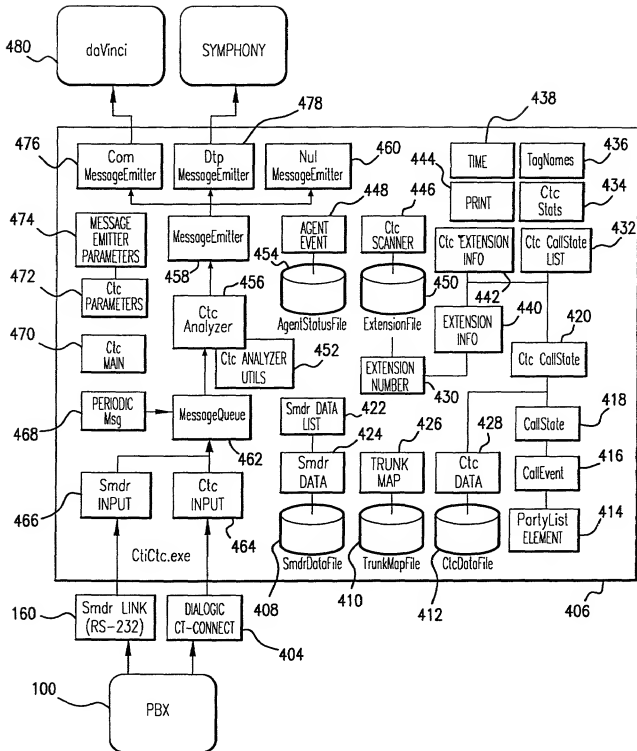


FIG.4

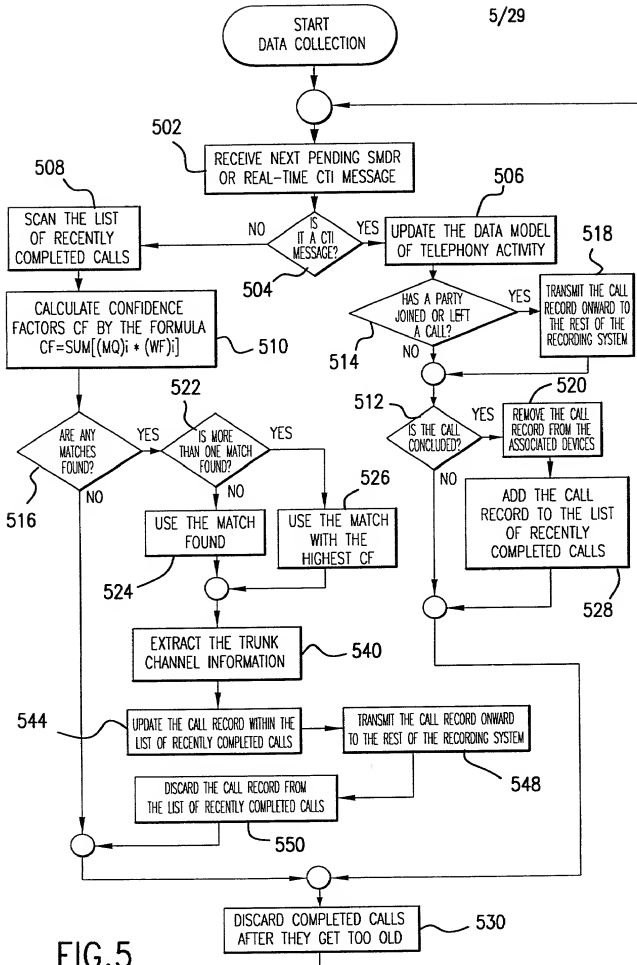


FIG.5

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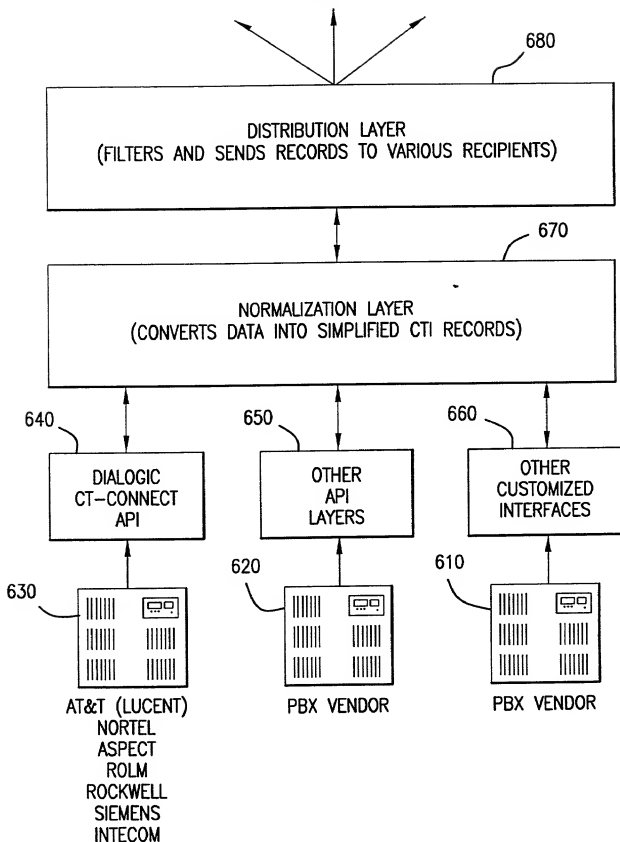


FIG.6

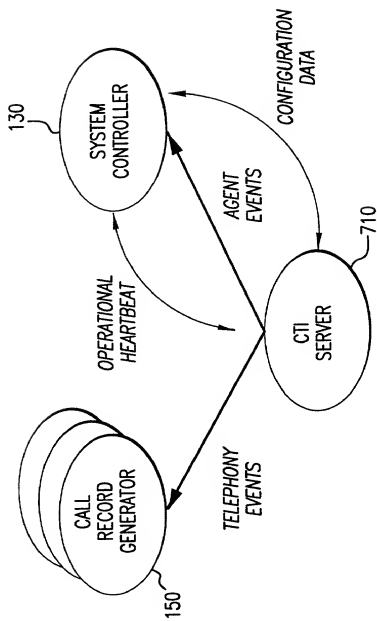


FIG. 7

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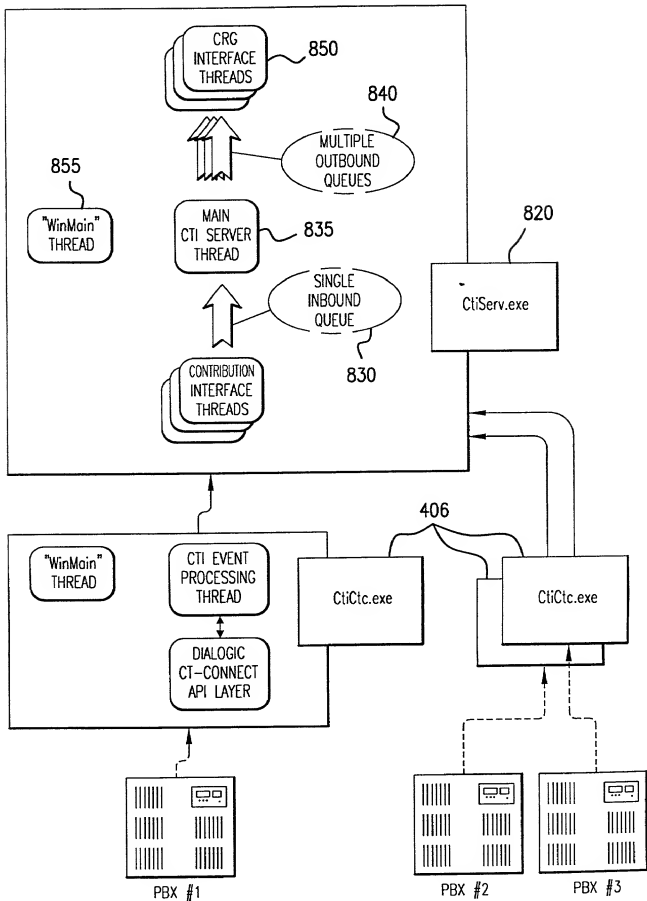
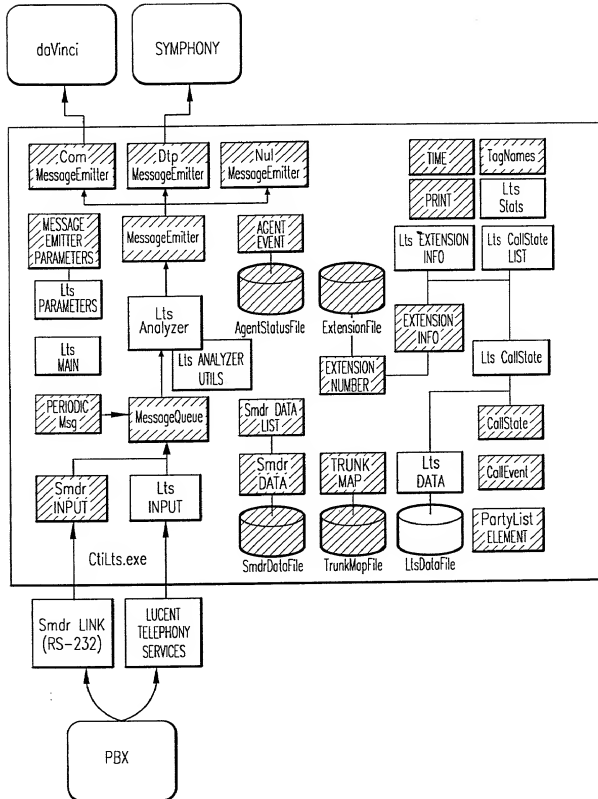


FIG.8





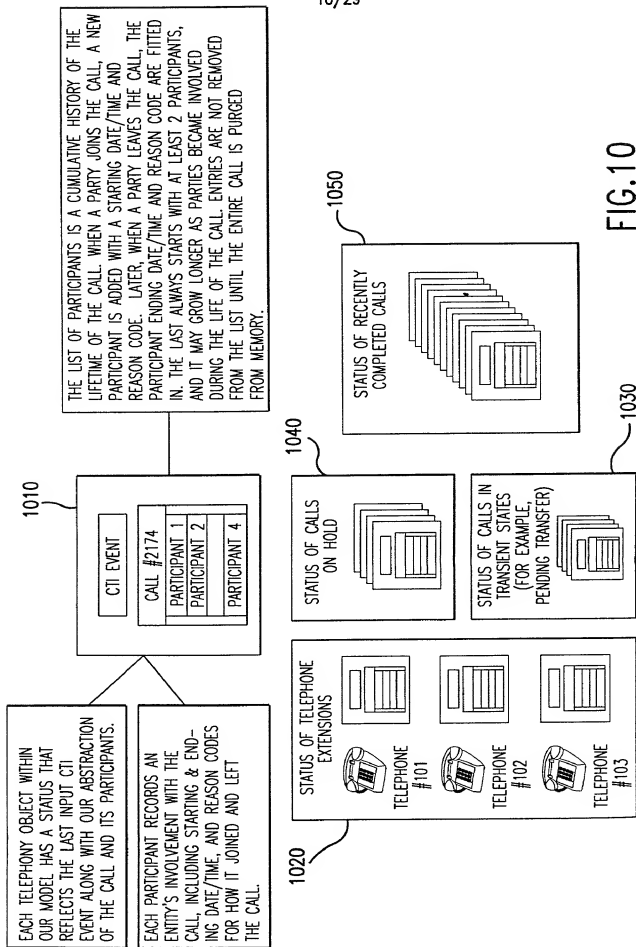


FIG. 10

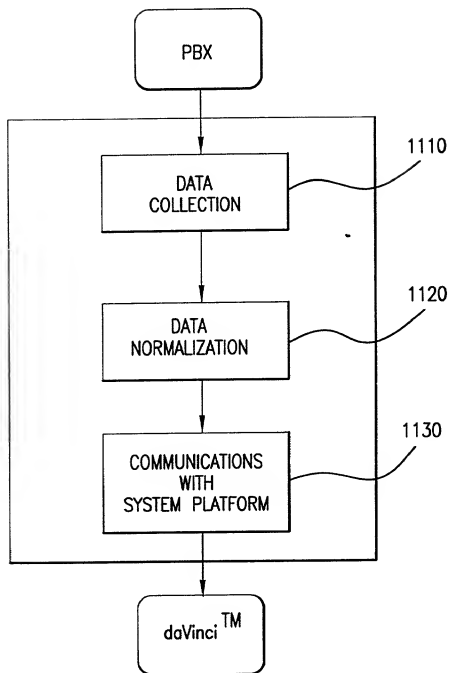


FIG. 11

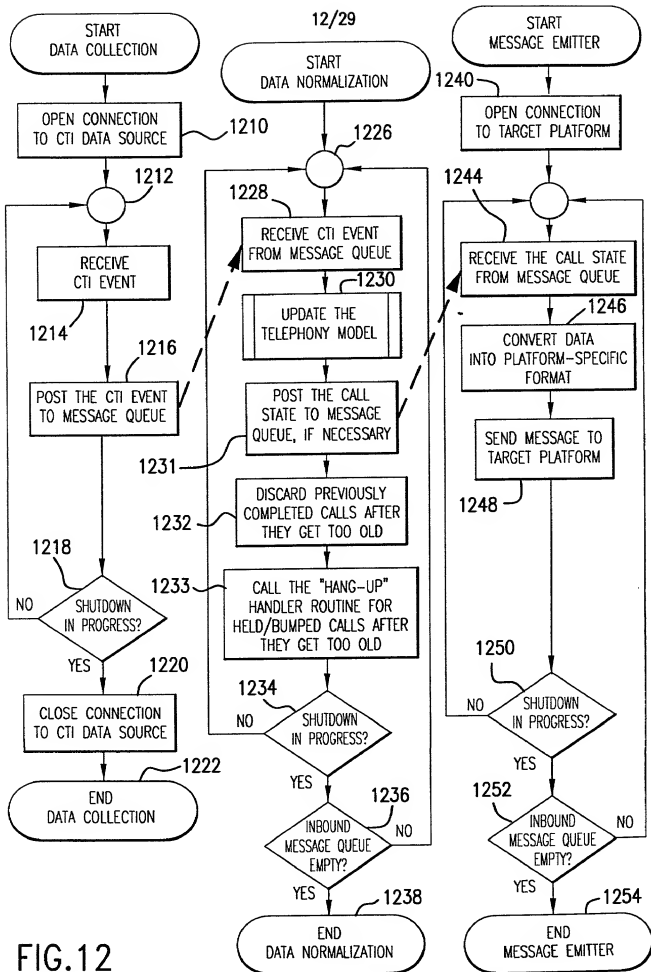


FIG.12

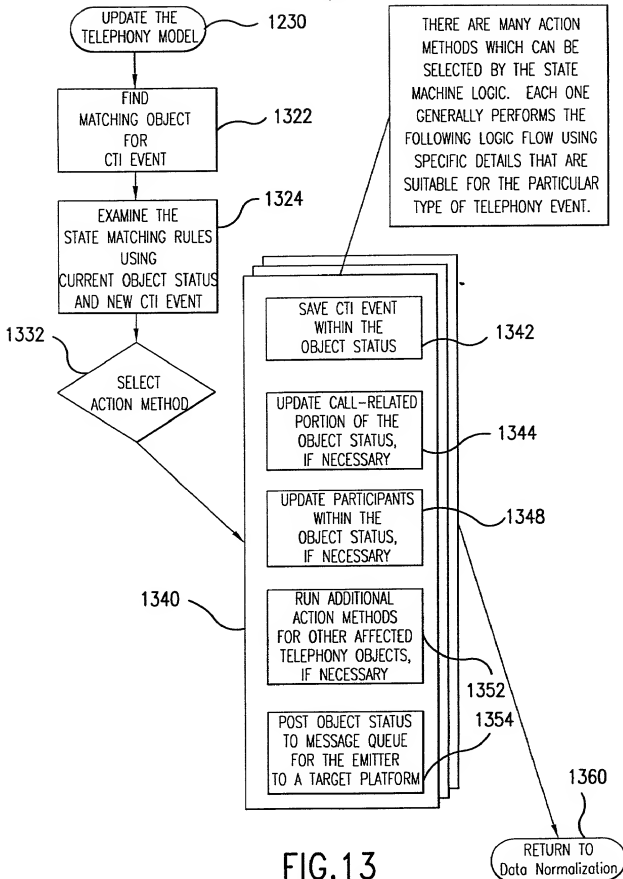


FIG. 13

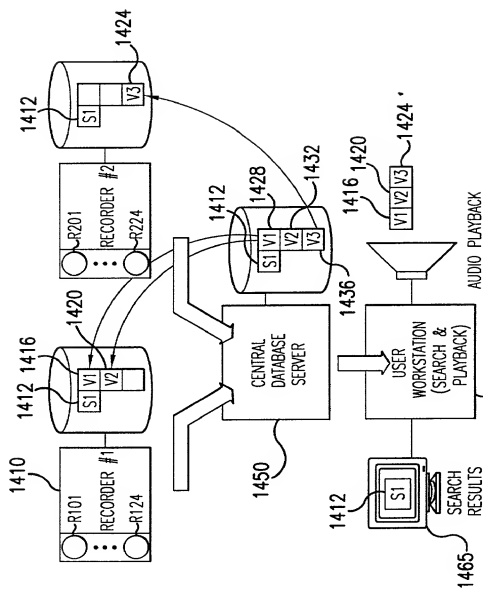


FIG. 14

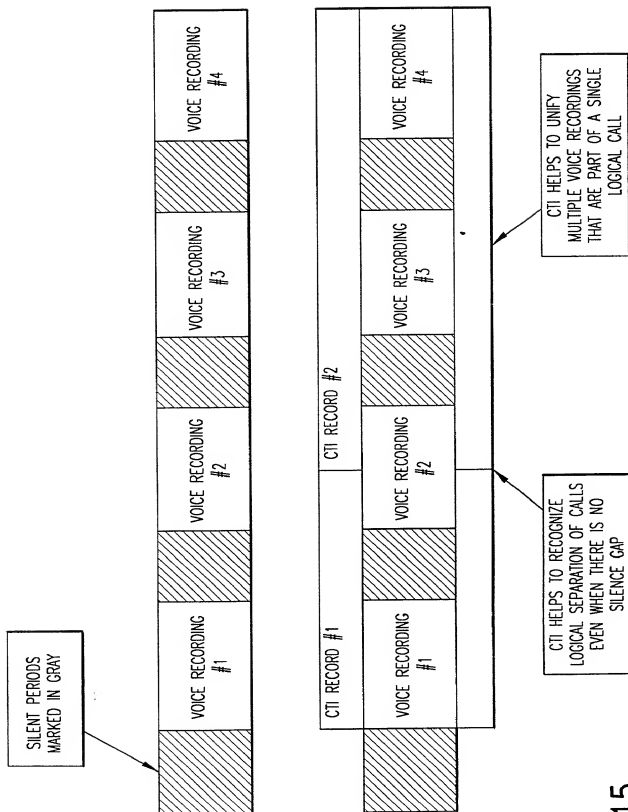


FIG.15

**FIG. 16**



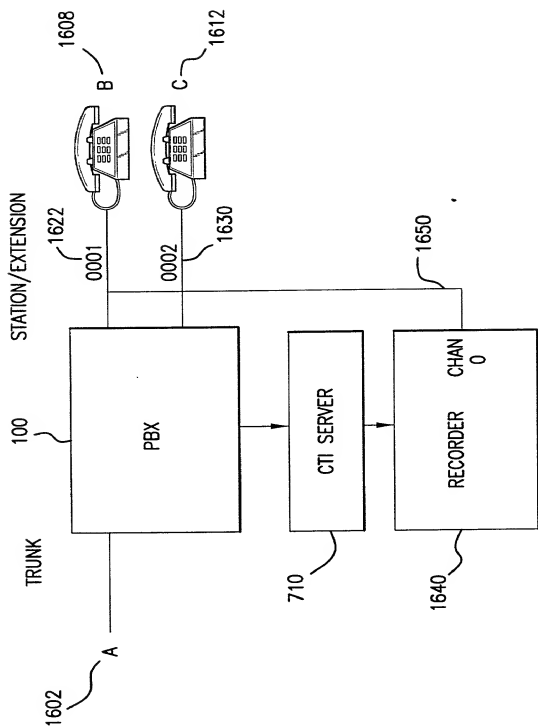


FIG.16A

AgentId	EXTENSION	LOCATION	START TIME	END TIME	CONNECT REASON	DISCONNECT REASON
A		EXTERNAL	$t_1$	$t_7$	NORM START	NORM DROP
B	0001	INTERNAL	$t_1$	$t_4$	NORM START	Xfr AWAY
HOLD		INTERNAL	$t_4$	$t_6$	Xfr Rec	Xfr AWAY
C	0002	INTERNAL	$t_6$	$t_7$	Xfr Rec	OTHER PARTY HANGUP

FIG.16B

CTI MCR WITH AGENT "B" RECORDED

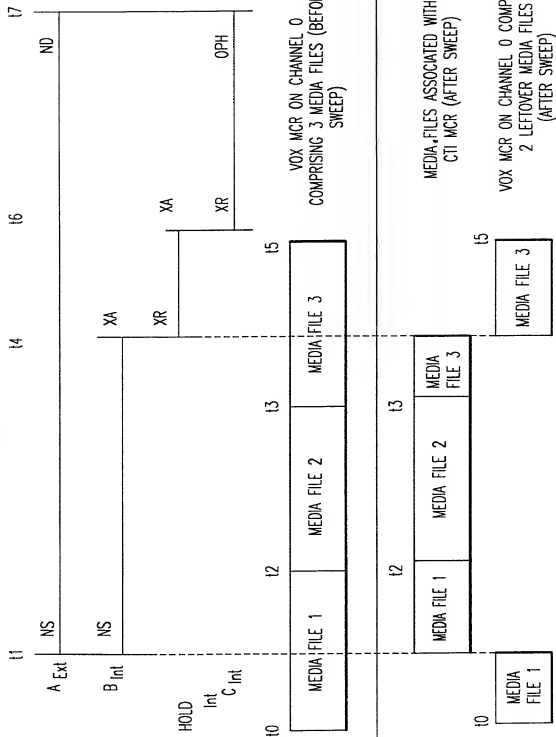


FIG.17

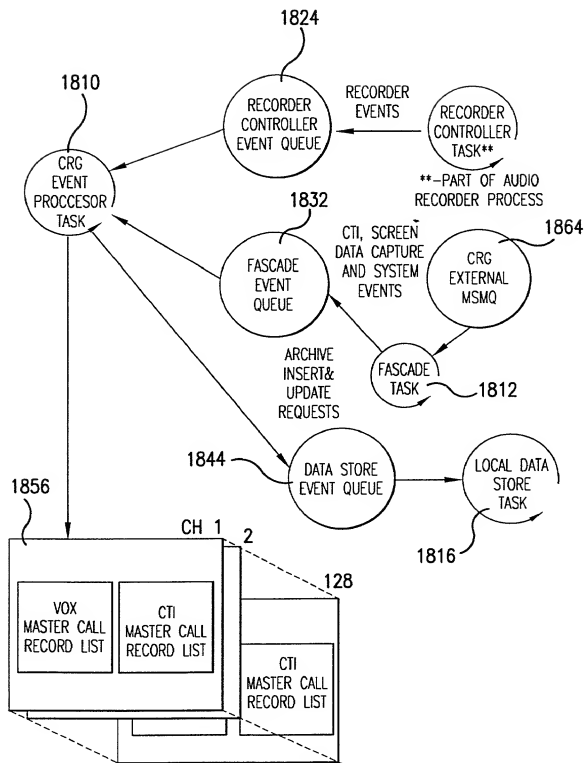


FIG. 18

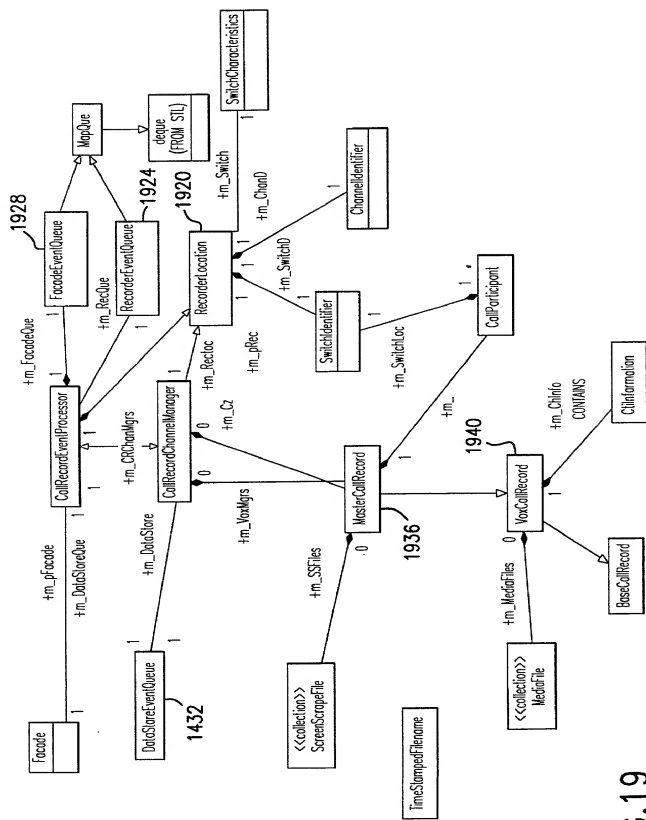


FIG. 19

## STREAM CONTROL MANAGER:INITIALIZATION SEQUENCE

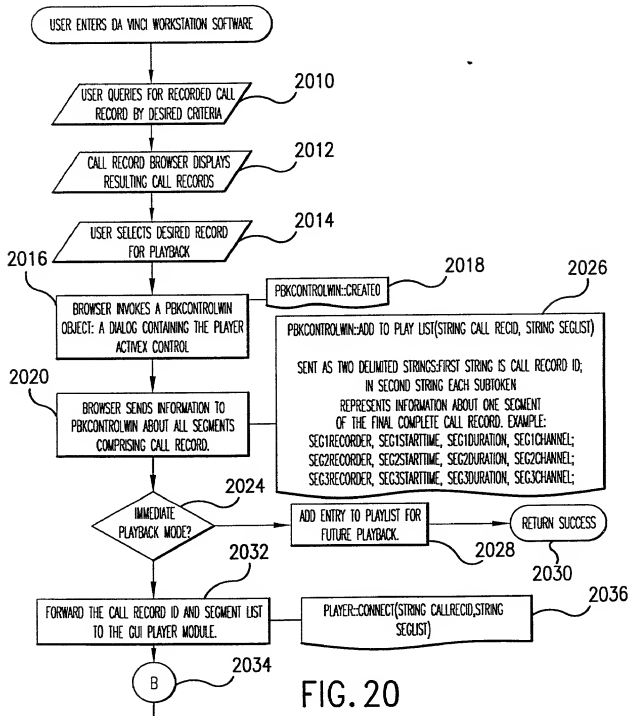
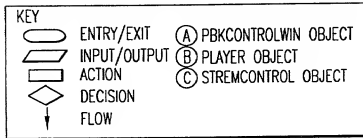


FIG. 20

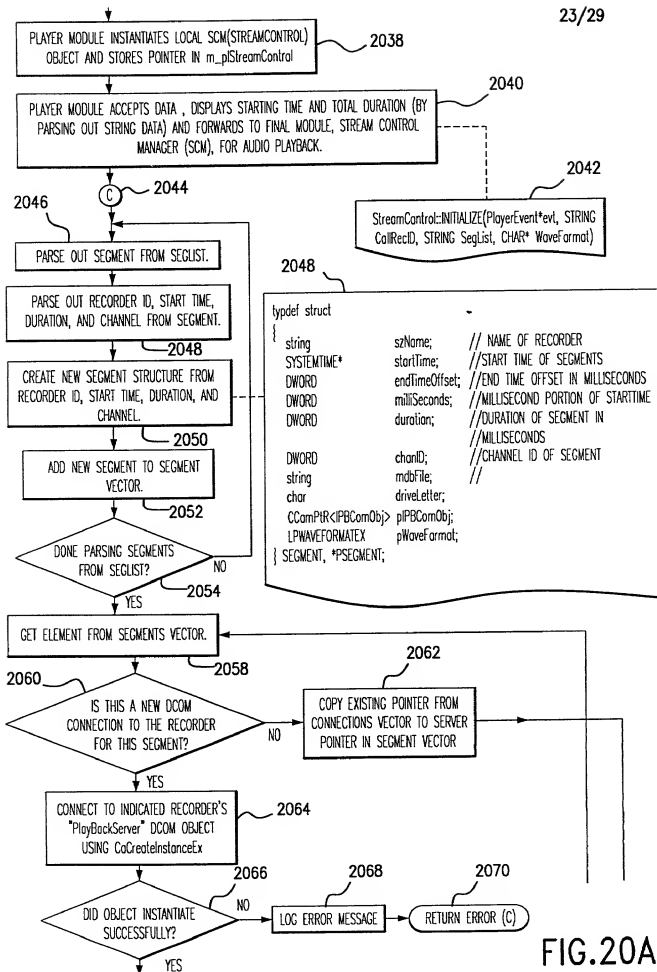


FIG.20A

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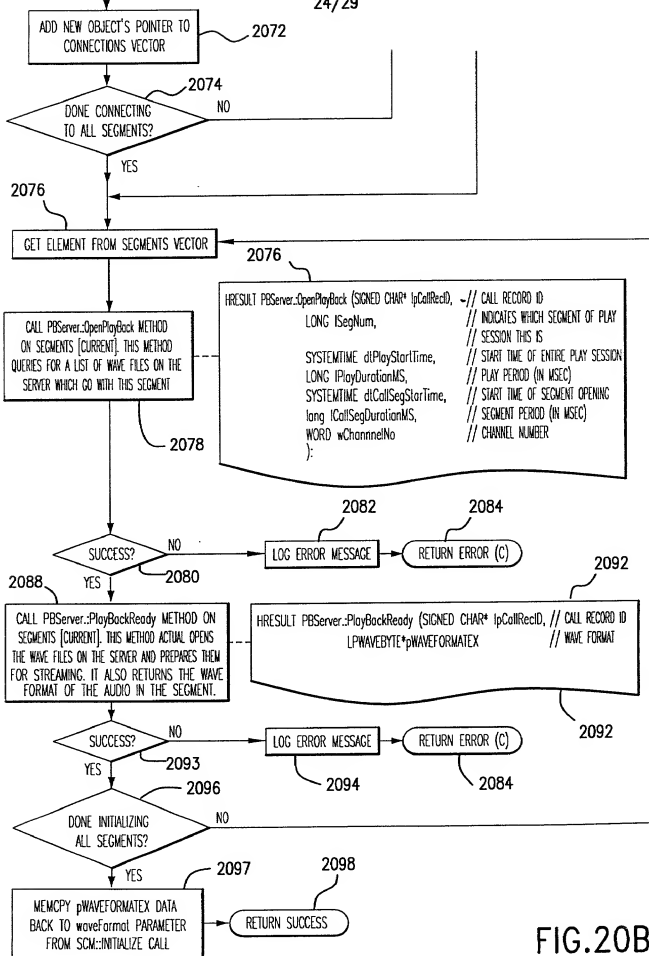


FIG.20B



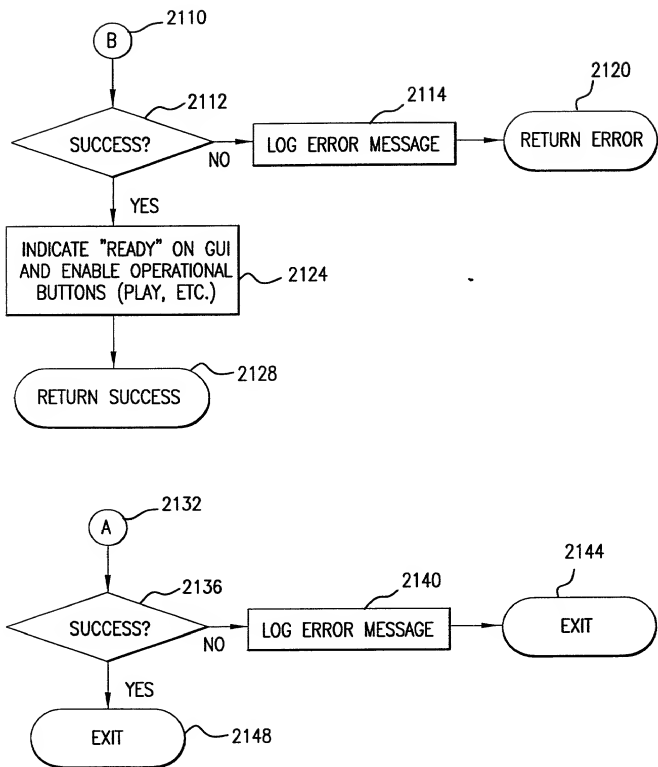
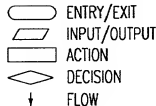


FIG.21

KEY: STREAM CONTROL MANAGER:  
PlayBack SEQUENCE



(A) PbkControlWin OBJECT  
 (B) PLAYER OBJECT  
 (C) StreamControl OBJECT

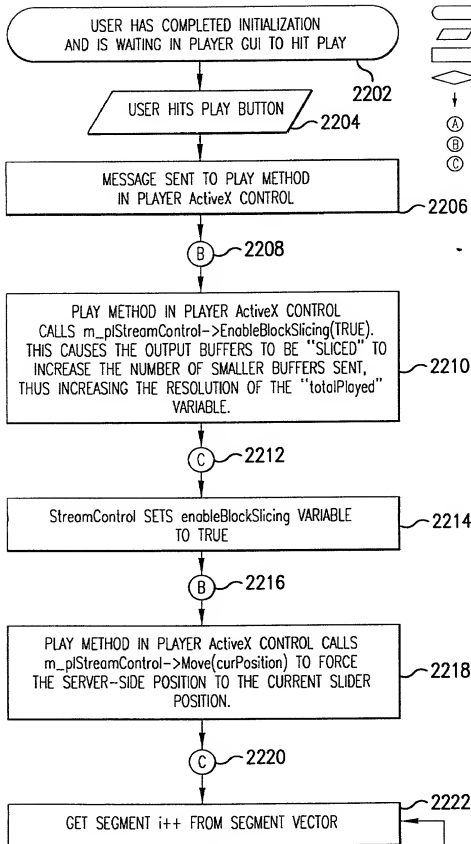


FIG.22

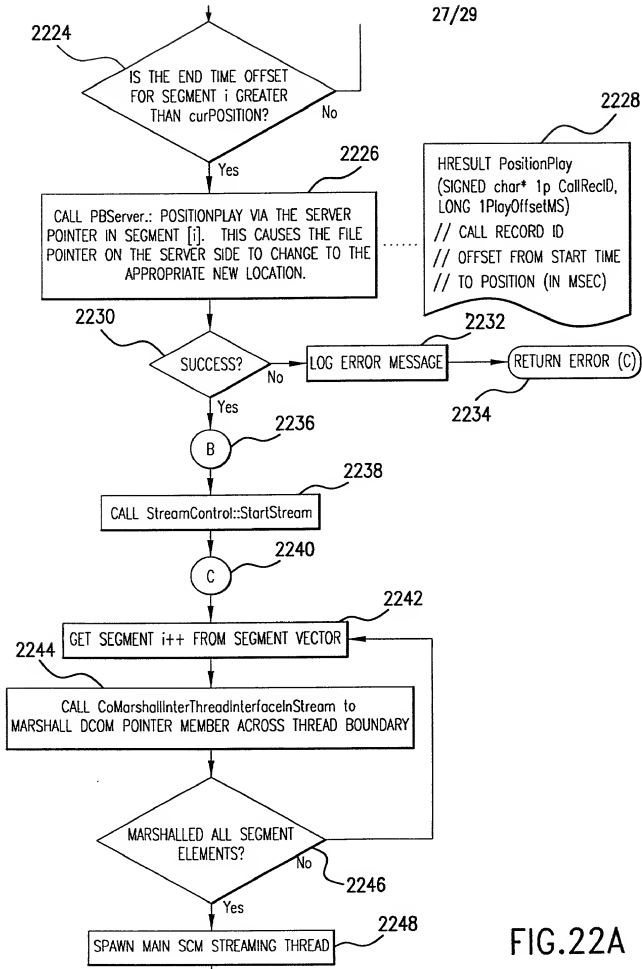


FIG.22A

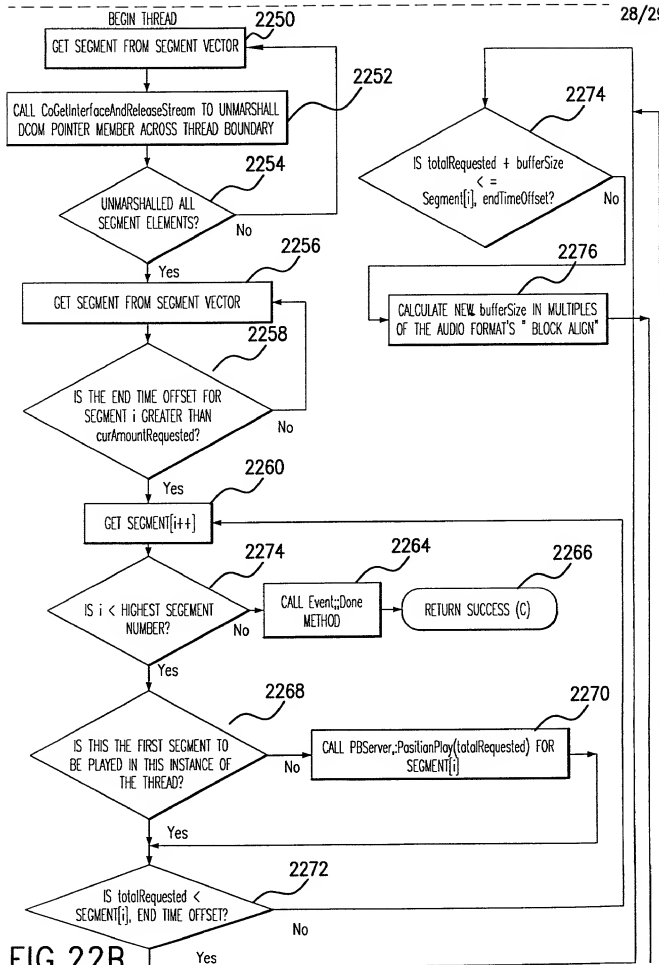


FIG.22B

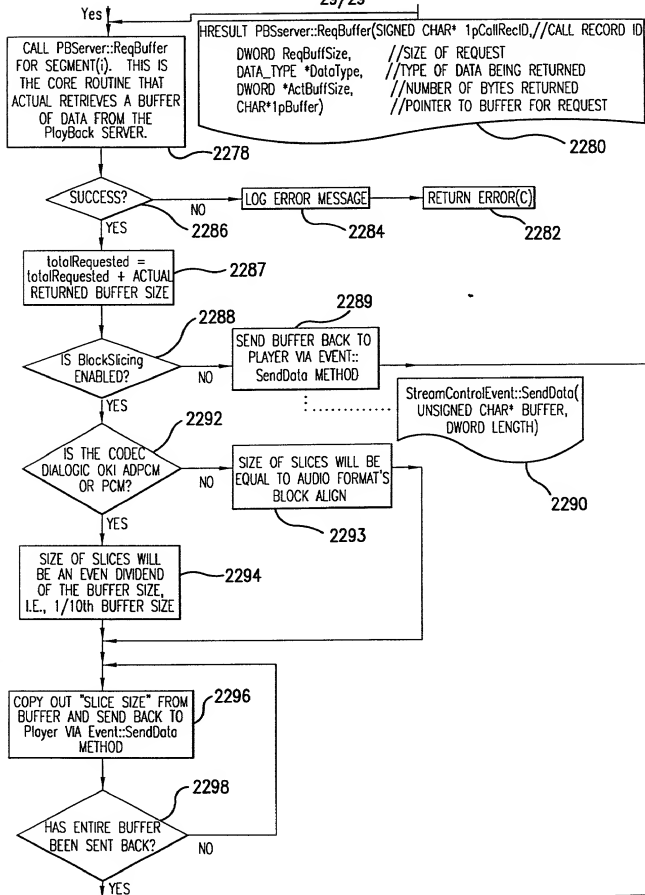


FIG.22C